

Making Wisconsin Works Work

Secretary Roberta Gassman

March 14, 2006

Purpose and focus of W-2 ... workforce attachment

- Prepare individuals for employment
- Strengthen connections to employment
 - First job is not the last job
- Improve employment retention
 - Help to succeed at work
- Cross system career ladders for participants (TANF, WIA, etc.,)
- Assist vulnerable for SSI/SSDI eligibility

Outline of Presentation

- Audit: importance of improved accountability and connections to economic self sufficiency
- Challenges
- Improvements to W-2 and new contracts
 - Statewide
 - Milwaukee
- Update on W-2 and child welfare recommendations
- Additional steps ahead

Challenges

- Identify skills needed for today's jobs
 - Unique opportunity with future labor shortages
 - Broad need for qualified workers for quality jobs
- Ensure support systems in place to retain employment
 - Quality child care
 - Housing
 - Transportation
 - Specialized training
 - Work experience
- Connect to the workforce system after W-2
- Link to additional strategies for breaking cycle of poverty and underemployment

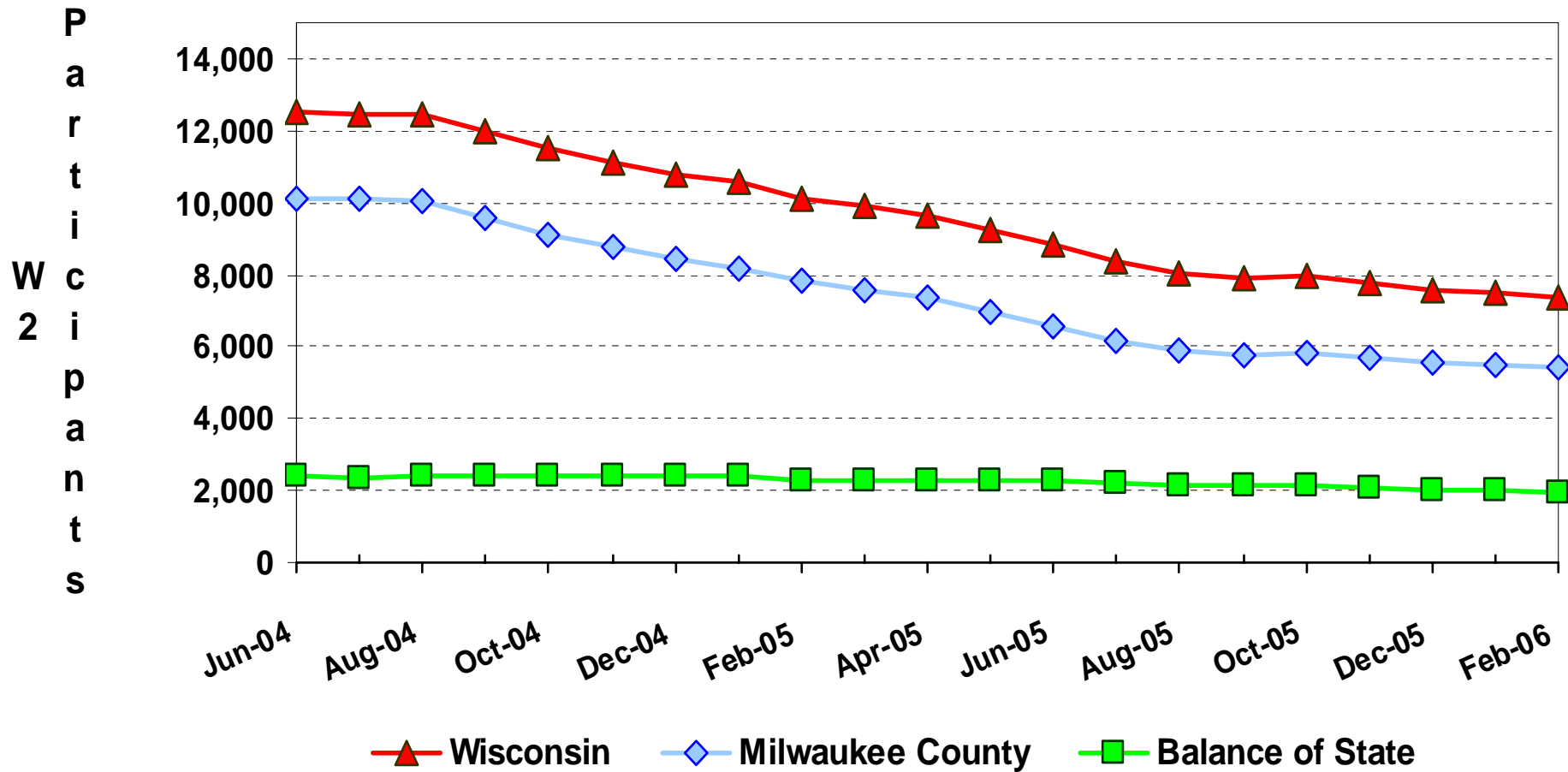
Connect to the Workforce System

- Job Center
 - Must be welcoming to all workers and employers
 - Stronger connections to employers and skills needed
- Regional cooperation, must include:
 - Early education, K-12, WTCS
- Skills Enhancement, ongoing opportunities
 - Gain additional skills while working
- Moving Job Service and WDBs to higher road
 - Business service teams and industry liaisons
 - Spending at least 35% on training
 - Identifying higher wage employers

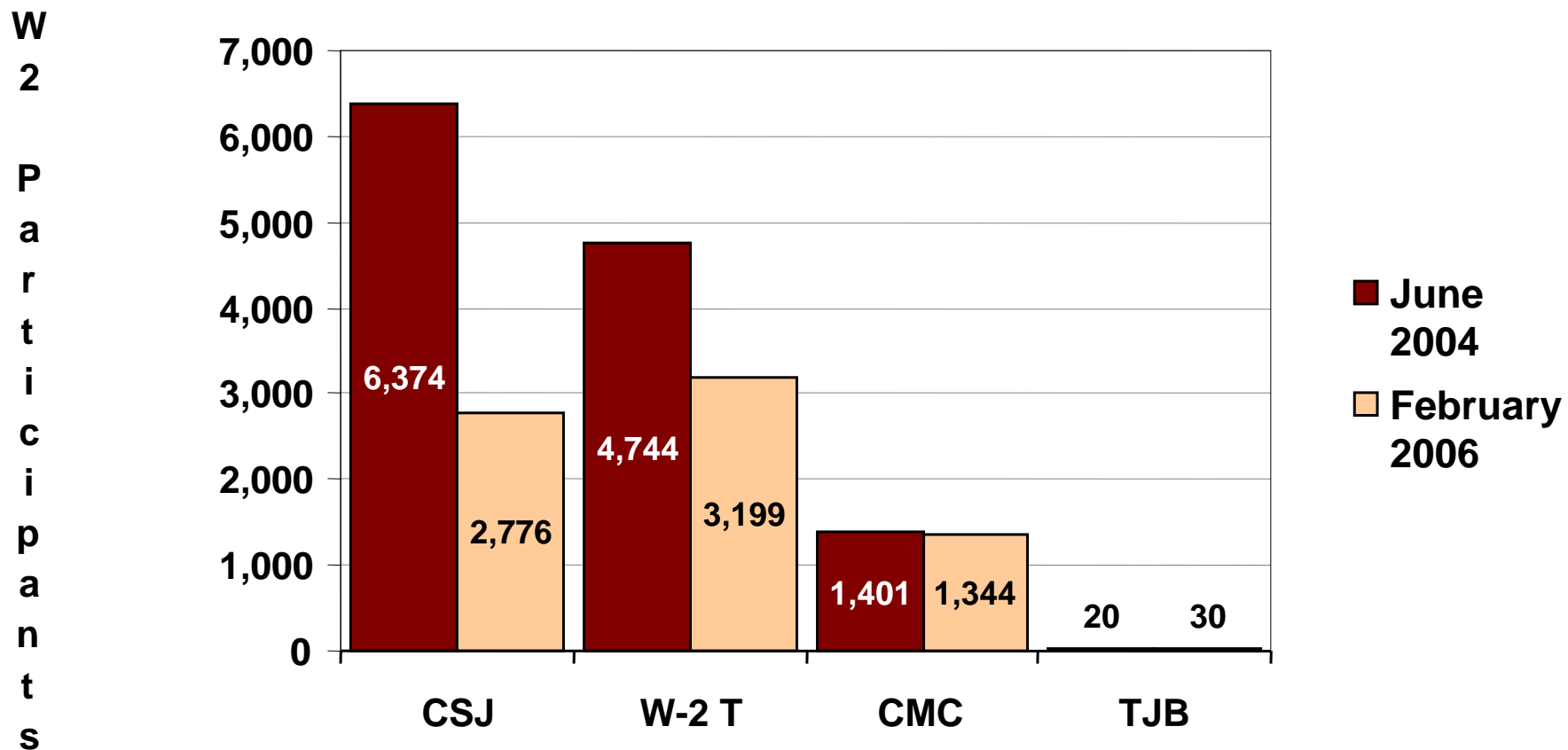
Caseload observations

- Moving more participants to employment
 - 9000 entered employments in 2005
 - CSJs down
- Core of individuals in W-2T will need new strategies to mix work with ways to address barriers
 - SSI advocacy model
 - DVR successes as model
- CMC caseload constant
- Caseload trending toward pre 9/11/01 numbers
 - Improved economy
 - Better case management

W-2 Participants in Paid Placements



W-2 Payment Placement Types Wisconsin



2006-09 Contracts: Making Improvements

- RFP preparation outreach
 - Legislators (including co-chairs)
 - Advocates (meetings in office)
 - Providers (individually and with counties)
 - Academics (IRP, etc.,)
- Outreach produced improvements found in RFP and contracts

RFP Improvements

- Outcomes measured for obtaining and retaining jobs
- Connection to local employers
- Short-term skills added
- Must work with child welfare and other providers

Statewide Contract Improvements- Administrative

- Strict limits:
 - Promotional expenses
 - Telecommunications
 - Executive compensation
 - Legal services and retainers
- Fidelity bonds for all private agencies
- Increased oversight of governance: boards of directors, bylaws, training, maintenance of records, minutes
- Use of penalties

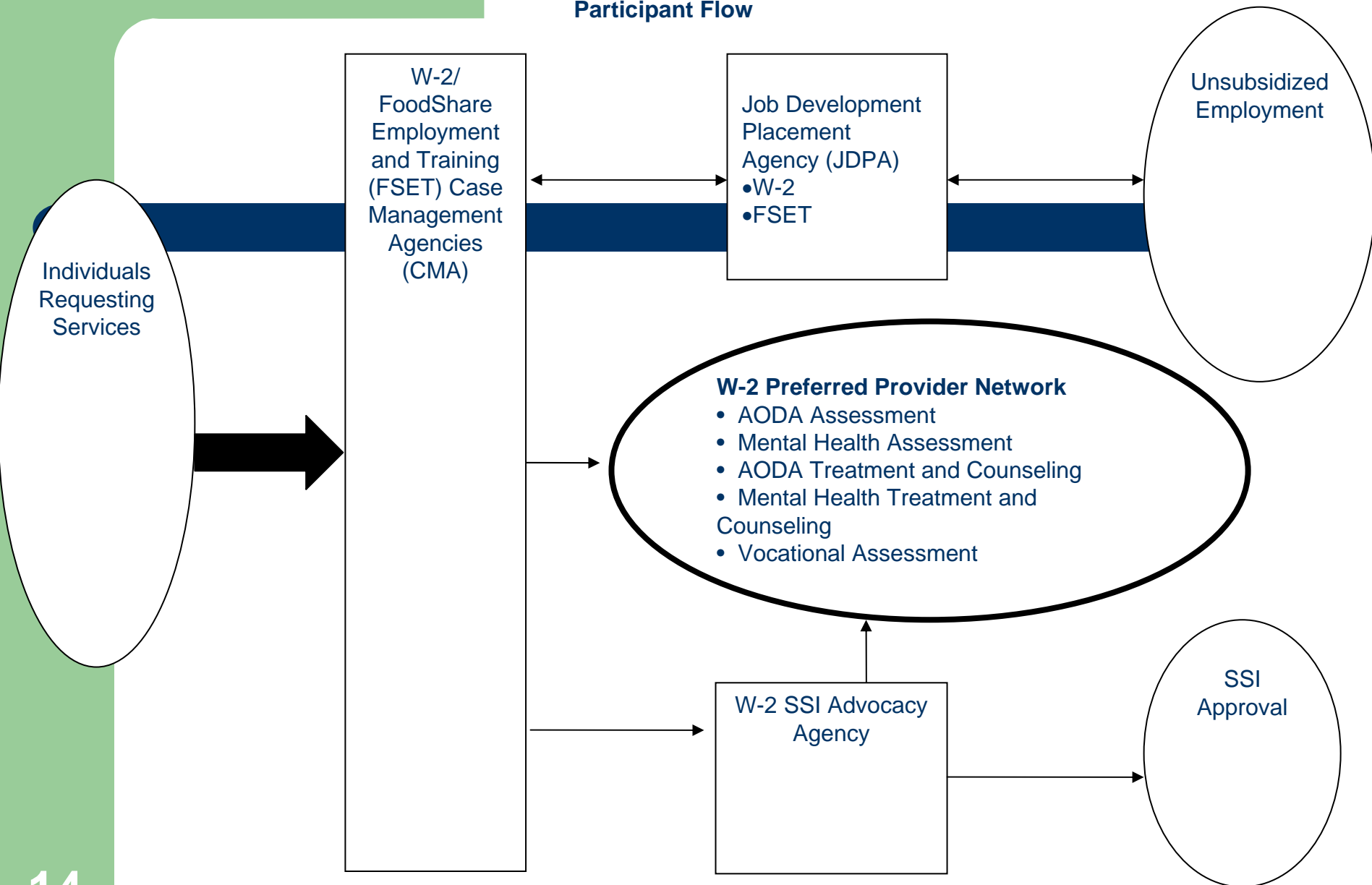
Statewide Improvements- Programmatic

- Strengthened and new performance standards
 - Wage at placement (new)
 - Employment within 60 days of skills training (new)
 - Job placement rate
 - Job retention rate
- Financial incentives
 - 80% allocation upfront
 - Must earn remaining 20% by meeting standards
- Improved training for W-2 agency staff
 - Labor shortages, LMI, wages, career ladders
 - SSI population and referral needs

Milwaukee Improvements

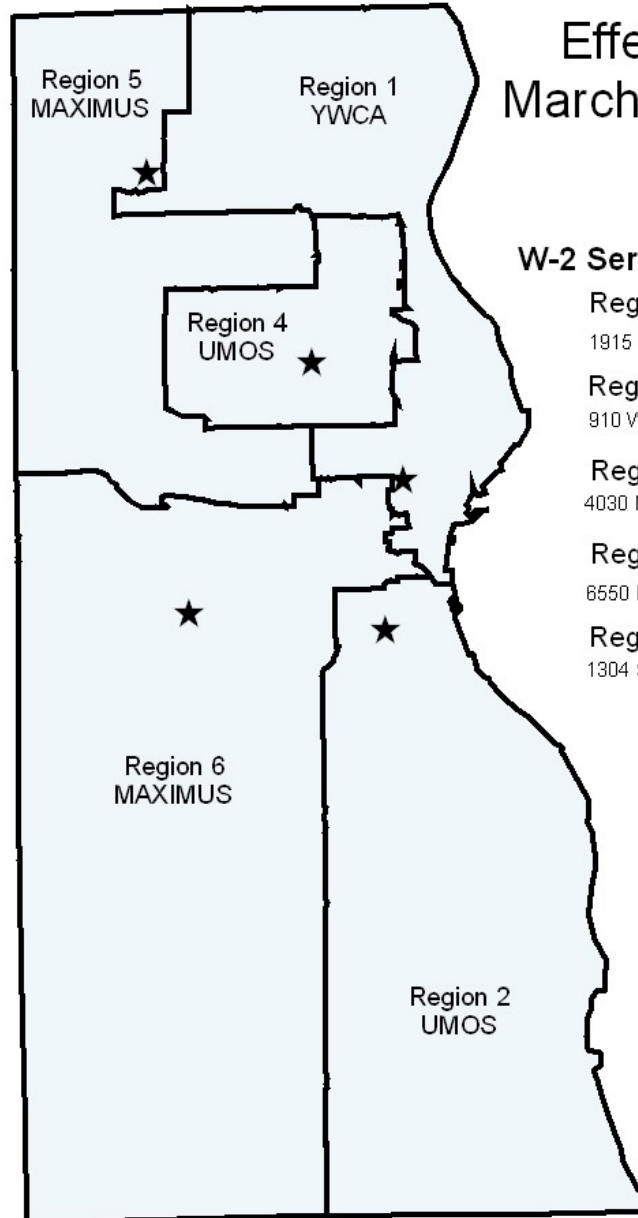
- Separating out functions
 - Case Management
 - Addresses support systems of the individual
 - Conducts assessments of barriers and skills
 - Job Development and Placement
 - Connects with employers (specific job developers)
 - Matches clients with appropriate jobs
 - Retention specialists
 - Customized skills training plans for participants
 - Requiring spending on training
 - SSI/SSDI Advocacy
 - Help individuals more quickly access SSI
 - Preferred Provider Network

Milwaukee County Wisconsin Works (W-2)/FoodShare Employment and Training (FSET) Participant Flow



Milwaukee W-2 Regions and Offices

Effective
March 1, 2005



W-2 Service Locations

Region 1 - YWCA

1915 N. Martin Luther King Dr.

Region 2 - UMOS

910 W. Mitchell St.

Region 4 - UMOS

4030 N. 29th St.

Region 5 - MAXIMUS

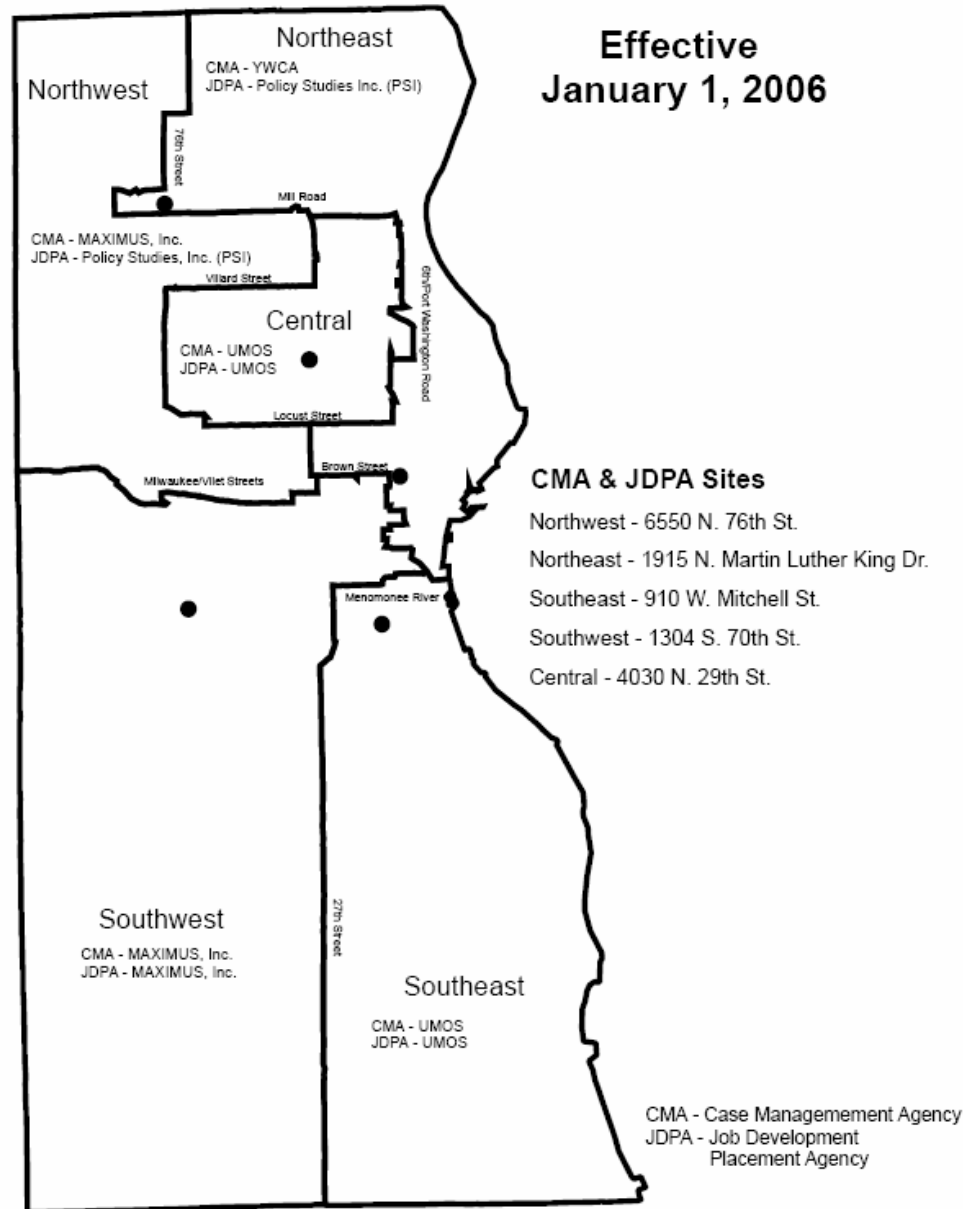
6550 N. 78th St.

Region 6 - MAXIMUS

1304 S. 70th St.

Milwaukee W-2 Regions Map

Effective
January 1, 2006



Other Milwaukee Improvements

- Milwaukee Regional Office
 - Retained with reorganized W-2 oversight
- Ombudsperson
 - Helping participants get services
- JDPA networking
- Job Centers-consolidating service points
- DVR a key partner

Audit recommendation 1

Increase consistency in extension decisions

- Regional staff now review all extension denials
- Operational memos issued to reflect policies and procedures
- New and on-going training offered, including mandated training for new workers
- Increased training and monitoring to increase consistency

Audit recommendation 2

Assign participants to appropriate activities

- New weekly monitoring reports implemented in May, 2005 used by regional staff to advise W-2 providers
- New activity codes developed to reflect appropriate assignments
- Refresher training offered every 3 years to update long-term staff
- Increased monitoring and training to improve assignments

Audit recommendation 3

Ensure appropriate CMC placement end dates

- Improved guidance given to agencies
- IT system changes alert agencies 1 week prior to end dates
- Online training offered for appropriate end dates
- Other improved monitoring reports being implemented to achieve full compliance
- New monitoring report indicates case at 70-84 days and > 84 days
- Inappropriate end dates reduced by 60% since 2004
- Additional reductions expected by June '06 report

Audit recommendation 4

Modify Job Access Loans

- Policy recommendations for rule changes being previewed this month
 - Will eliminate requirement that JALs not exceed an average of \$800 and instead state that any single JAL cannot be in excess of \$1600
- Public hearings on proposed administrative rule changes planned for May, 2006

Audit recommendation 5

Review Barrier Screening Tool and ensure proper assessments

- Barrier Screening Tool and Assessment Evaluation completed in January, 2006
- Key findings shared with JLAC on Jan. 31, 2006
- Other states using our tool as model
- Additional actions planned
 - Review of timing of BST (participants don't always want to discuss sensitive information early in process)
 - Review of those individuals who did not participate but successfully attached to workforce
 - Improved training to assist workers in promoting the tool

Audit recommendation 6

Progress on disparities in sanctions

- Updated 2004 Sanctions study (findings shared with JLAC on January 31, 2006):
 - Sanction disparities between blacks and whites decreased between 2000 and 2004
 - Blacks in Milwaukee County no longer sanctioned more than whites
 - Hispanics did not experience disparate treatment in sanctioning
 - Balance of state still shows some disparity but universe much smaller to study
- Increasing monitoring, training and individual case reviews

Audit recommendation 7

Ensure correct cash benefit amounts to participants

- New operational memos established 2 worker approval process
- New worker training provided and incorporated into ongoing training
- Noted decline in incorrect payments to participants
- Major CARES changes in June 06 will further reduce incorrect payments

Audit recommendation 8

Provide guidance to agencies on participant activities in case files

- In March, 2005 held two-day classroom training for W-2 staff; incorporating guidance on case file information into ongoing training
- On-line training offered for areas with potentially high error rates
- Provided specific training to Milwaukee W-2 staff on CARES process - will be ongoing
- Working with DHFS on Electronic Case Files
- Noted improvement in information included in files

Audit recommendation 9

Instruct agencies or change statutory provisions on drug sanctions, Learnfare, and W-2 strikes

- Reviewed W-2 policy on strikes and now drafting recommended changes to these policies
- By June, 2006, as consider budget and other changes, will issue new policy on strikes and other non-participation issues, followed by training

Audit recommendation 10

Require agencies to uniformly report on fact-finding and hearing decisions within 10 days

- Work with IT staff to create a new online fact-finding database began in September, 2005 and completed in July, 2006
- Will develop operations memo highlighting these changes by June 2006
- Regional Office now reviews each fact-finding on monthly basis and requires that agencies comply with hearing decisions within 10 days
- Noted improvements in reporting and continued improvement expected

Child Welfare Audit

- 2006-09 contract changes
 - Agency plans require cooperation and collaboration with child welfare agencies to work with vulnerable families
- Vendor review
 - Issued letter to Co-Chairs indicating that DWD has reviewed common vendors with CW and reported our findings to Co-Chairs

Other Upcoming Changes and Improvements

- Federal TANF required work participation rates
 - Require 50% participation rate for all families (Wisconsin at 67%)
- Trial jobs
- Child care
 - Quality Care for Quality Kids (need to ensure sound support systems for working families)
- Continued linkages to overall workforce development system improvements and career ladders
- Mystery shopper program
- Continually strengthened monitoring regarding placements

Thank you!

